

CHAPTER IV

CONCLUSION

Juanda International Airport is one of the branches of PT. Angkasa Pura I (Persero) which is located in Sidoarjo, the third-largest and the third-busiest airport in Indonesia after Soekarno-Hatta International Airport and Ngurah Rai International Airport. One of the important elements in airport is the Customer Service. Customer Service provides best services and information to the passengers and visitors, such as: flight schedules, facilities, and inquiries. Providing good service is a must for a Customer Service Staff, in order to build customer's satisfaction.

After the writer completed her internship in PT. Angkasa Pura I Juanda International Airport as a Customer Service Staff, she gained a lot of experiences and knowledge about aviation, such as: the flight schedules, the airline and destination codes, and all facilities in the airport. The writer learned about how to deal with other people and working environment which have different characteristics and behavior. Besides, the writer learned about the manner as a Customer Service Staff which was needed to perform good attitude as a connector between the company and the passengers.

The writer has some suggestions for all staffs of PT Angkasa Pura I (Persero) Juanda International Airport, especially Customer Service Staff. First, there should be a training program for them in order to improve their service to the customers. It is also necessary to have a program which focuses on managing all about the internship activities so that they can be more solid and have the same ability with the staffs to give better services for customers.